



OFFICE OF INJURED EMPLOYEE COUNSEL

Austin Central Office (Metro)

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The Office of Injured Employee Counsel does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or in the provision of services. Any request for reasonable accommodation needed during the application process should be communicated by the applicant to staff in the application area.

Veteran's Preference:

To receive veterans' preference, applicants must provide at least one the following documents with their State of Texas Application:

- a copy of the DD 214, member #4;
- a statement of compensation from the Veterans Benefits Administration; or
- a copy of the DD 1300.

Applicable Military Occupational Specialty (MOS) codes are included, but not limited to the following:

27, 250X, LGL10, 04, 44, 51

Additional Military Crosswalk information can be accessed at:

http://www.hr.sao.state.tx.us/compensation/MilitaryCrosswalk/MOSC_Legal.pdf

Current Opportunity: Ombudsman Associate, Ombudsman I or Ombudsman II

The Ombudsman Associate performs workers' compensation claims work and is responsible for assisting, educating, and advocating for injured workers throughout the dispute resolution process. Work involves reviewing claims for benefits, studying case histories, gathering and evaluating information including medical records, reporting and referring complaints, and referring for financial assistance and other appropriate services. Assists injured workers in completing forms; and tracks and provides information on claim status, as appropriate.

This position:

- assists in proceedings under the observation of a mentor;
- contacts injured workers to explain Ombudsman services including rights and responsibilities to the injured worker;
- responds to complaints and questions;
- assists with referrals to social agencies;
- contacts insurance carriers and medical providers to identify and resolve disputes;
- documents all customer contact in the mainframe system;
- answers general customer service calls;
- prepares injured workers for proceedings through education about the workers' compensation process and provisions of pertinent law and rules;
- explores alternatives for resolution of disputes;
- assists with obtaining supporting documentation; and
- initiates follow-up contacts about the results of proceedings.

The Ombudsman I and II positions include essential job functions described above and additionally provides assistance in filing claims; tracks and provides information on claim status;

assists unrepresented injured worker with benefit review conferences, hearings and appeals; investigates complaints; and provides assistance in understanding the Texas Workers' Compensation Act.

Ombudsman Associate Qualifications:

- graduation from an accredited four-year college or university. Education and experience relevant to position requirements may be substituted for one another on a year-for-year basis; and
- one year full-time experience in claims management, insurance, healthcare, social work, **or** workers' compensation.

Ombudsman I Qualifications:

- graduation from an accredited four-year college or university. Education and experience relevant to position requirements may be substituted for one another on a year-for-year basis;
- one year full-time experience in the field of workers' compensation including assisting the public; handling and solving problems; working with the Texas Workers' Compensation Act, claims management, and other laws relating to workers' compensation rules;
- successful completion of the ombudsman associate training period; and
- workers' compensation adjuster's license or ability to obtain one.

Ombudsman II Qualifications:

- graduation from an accredited four-year college or university. Education and experience relevant to position requirements may be substituted for one another on a year-for-year basis;
- two years full-time experience as an Ombudsman at OIEC; and
- workers' compensation adjuster's license or ability to obtain one.

Preferences for this position include:

- bilingual in English and Spanish language skills (oral and written).

This position requires demonstrated knowledge of:

- medical terminology, rehabilitation, and people with disabilities.

This position requires demonstrated skill in:

- assisting the public;
- handling and solving problems;
- report writing and records maintenance principles and practices;
- interpreting and explaining laws and regulations;
- data entry and retrieval;
- use of software applications, including Microsoft Word and Excel; and
- use of correct grammar, punctuation and spelling.

This position requires the demonstrated ability to:

- manage multiple, competing priorities;
- establish and maintain effective working relationships with a variety of individuals and groups; and
- communicate effectively both verbally and in writing with all levels of employees and the public.

Travel is required for this position.

Criminal background checks will be conducted on all final candidates. An applicant who has been convicted of a criminal offense relevant to the position may be disqualified from employment.

Apply by emailing a State of Texas Application to OIECInbox@oiec.texas.gov.

Job Details

Opening Date:	11/3/16
Functional Title:	Ombudsman Associate, Ombudsman I or Ombudsman II
Classification Title:	Associate Ombudsman, Ombudsman I or Ombudsman II
Status:	Internal/External – OIEC Employees and the General Public
Application Deadline:	Until Filled
Pay Group:	B15, B17 or B19
Monthly Salary:	\$3,188.78 - \$4,250.00
Annual Salary:	\$38,265.36 – \$51,000.00
Job Posting Number:	17-075
Location:	22 Briercroft Office Park, Suite A, Lubbock, TX 79412 (Lubbock Office)
Travel Required:	25%